



Conversational Resilience

Strategies to stay confident and resilient
in that challenging moment

Learn the skills and strategies necessary to be ready for the next challenging conversation. With the help of a toolkit of language, coaching-style questions and emotional regulation techniques, you will be more confident and resilient to remain strongly present in the conversation.

The Program - 5.5 hours Professional Development

- Identify your triggers and typical conflict response.
- Explore how to manage triggers and respond to reduce the 'heat in the moment'.
- Understand typical personality types and their conflict-presentation.
- Develop language and coaching-style questions to use in the moment.
- Develop a plan to use in the next challenging conversation.
- Learn emotional intelligence techniques to manage yourself and others during the conversation.

Detailed Workbook provided

Certificate of Attendance provided, mapped against AITSL standards

**Program Price: \$540
(includes GST)**

**This program can be brought to
your school at a group discount.**

Payment Link - <https://www.trybooking.com/343401>
or Request a Tax Invoice at office@coachingfocus.com.au

2018 Dates: 1-Day workshop - repeated each Term

Term 1 - Tues 27 March

Term 3 - Wed 29 August

Term 2 - Mon 21 May

Term 4 - Wed 21 November

coaching focus

developing great leaders

one coaching conversation at a time

www.coachingfocus.com.au

+ 61 3 9598 8582

office@coachingfocus.com.au

The Details

Venue: Milanos, 4 The Esplanade, Brighton Beach
Time: 9.00am – 3.30pm Registration from 8.30am

Program Price: \$540
(includes GST)

Morning Tea and Lunch provided
Free parking onsite or train to Brighton Beach Station

**This program can be brought to
your school at a group discount.**

Payment Link - <https://www.trybooking.com/343401>
or Request a Tax Invoice at office@coachingfocus.com.au

What people are saying about the program

"Conversational Resilience is an excellent workshop, offering a range of strategies to employ when having conversations in the workplace". *Clint Gifford, Marcellin College*

"The opportunity to work through the steps to solve real problems has been very valuable".
Simone Eirth, Principal, McKinnon Primary School

"There is no such thing as a challenging conversation anymore. I now feel empowered with the knowledge and skills to be able to solve problems". *Tanya Turczyniak, Westbourne Grammar School*

Executive Coach & Facilitator: Janine Stratford



Janine Stratford is the Founder of Coaching Focus. A former Deputy Principal, she is now an Executive Coach and Facilitator of professional development programs working in education and for the corporate sector. With over 11 years' experience in coaching, as both an external and internal coach, she also holds degrees in Science, Education, Business and a Masters in Education (Ed. Management). She is an Associate Certified Coach with the International Coach Federation, a Master Coach Practitioner and a Certified Professional Behavioural Analyst. Janine is a member of the Victorian Institute of Teaching and Australian College of Educators. She has studied emotional intelligence with YALE University and is trained in conflict management using Restorative Practice. Janine delivers leadership development programs and conferences across Australia including the annual national The Leading Edge: Women in Education Conference, as well as presenting for Independent Schools Victoria. Her programs focus on leadership development and coach training.



coaching focus

developing great leaders

one coaching conversation at a time

www.coachingfocus.com.au

+ 61 3 9598 8582

office@coachingfocus.com.au